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Minimum Qualification Specifications  
for the Class:

AUTOMOTIVE SERVICES ADMINISTRATOR  
(AUTOMOTIVE SERVICES ADMR)

**Prerequisite Knowledge and Abilities Required:**

Knowledge of:

1. principles and practices of business management, including fiscal and supply management;
2. program planning and evaluation techniques, including cost benefits, feasibility and other studies;
3. budget development and execution;
4. effective work organization and staff utilization;
5. principles and practices of supervision and management;
6. report writing.

Ability to:

1. plan, organize, direct, and evaluate through subordinate supervisors, the activities of the statewide programs;
2. develop and implement program plans, policies, goals, and objectives;
3. identify and analyze problems, use reasoning to arrive at conclusions, and find alternative solutions to complex problems;
4. determine objectives and strategies, anticipate potential issues and opportunities, and evaluate the progress and outcome of plans;
5. analyze and evaluate program operations, determine budget and resource requirements, and make well-informed decisions; perceive the impact and implications of decisions;

6. anticipate the needs of customers;
7. develop and implement guidelines, policies and procedures;
8. gain the cooperation of others, such as representatives of other State agencies, vendors, and customers, in order to accomplish program goals, build consensus, and negotiate to find mutually acceptable solutions;
9. express information orally and in writing to individuals and groups effectively, taking into account, the audience and nature of the information; prepare clear and concise reports, correspondence and testimony.

**Basic Education Requirement:**

Graduation from an accredited four (4) year college or university with a bachelor's degree.

Excess work experience as described under the Specialized Experience, below, or any other responsible administrative, professional or analytical work experience which provided knowledge, skills and abilities comparable to those acquired in four (4) years of successful study while completing a college or university curriculum leading to a baccalaureate degree may be substituted on a year-for-year basis. To be acceptable, the experience must have been of such scope, level and quality as to assure the possession of comparable knowledge, skills and abilities.

The education or experience background must also demonstrate the ability to write clear and comprehensive reports and other documents; read and interpret complex written material; and solve complex problems logically and systematically.

**Experience Requirements:**

Except for the substitutions provided for in this specification, applicants must have had progressively responsible experience of the kind and quality described in the statements below and in the amounts shown below, or any equivalent combination of training and experience.

Specialized Experience: Three (3) years of responsible professional work experience in the management of a business

enterprise or a self-sufficient revenue-generating operation.

This experience shall have included responsibility for, or substantial participation in the following:

1. formulating and implementing operational procedures and policies; and
2. conducting and/or supervising the conduct of business or market feasibility studies; and
3. developing and maintaining fiscal accountability control procedures and records to reflect income and expenses; and
4. marketing goods or services to prospective customers.

Desirable Specialized Experience: Responsible professional work experience as described in Specialized Experience above in a property and/or facility management setting.

Supervisory Experience: Two (2) years of work experience which involved supervising staff in the performance of activities as described in the Specialized Experience requirement, which included:

1. planning, organizing, scheduling, and directing the work of staff;
2. assigning and reviewing their work;
3. advising them on difficult work problems;
4. training and developing staff; and
5. evaluating their work performance, and disciplining staff if necessary

Managerial Experience: One (1) year of managerial experience in a business enterprise or self-sufficient revenue-generating operation. In addition to the items listed under Specialized Experience above, such experience must have involved responsibility for identifying program goals and objectives and evaluating their attainment; identifying and acquiring resource needs (staffing, materials, equipment); planning, organizing and coordinating program activities to attain program objectives within time, resource, and budgetary limitations; developing procedures; and actively participating in policy determination, budget formulation and execution.

Administrative Aptitude: Administrative aptitude will be considered to have been met when there is strong affirmative evidence of the necessary administrative aptitudes and abilities. Such evidence may be in the form of success in regular or special assignments or projects which involved administrative problems (e.g., in planning, organizing, promoting, and directing a program, including policy and budgetary considerations; providing staff advice and assistance in such matters); interest in administration demonstrated by the performance of work assignments in a manner which clearly indicates awareness of administrative problems and the ability to solve them; completion of educational or training courses in the area of administration accompanied by the application of the principles, which were learned, to work assignments; management's observation and evaluation of the applicant's leadership and administrative capabilities; success in trial assignments to managerial and/or administrative tasks.

**Substitutions Allowed:**

A master's degree in business administration, economics, public administration, or a related major from an accredited college or university may be substituted for one (1) year of the Specialized Experience.

**Quality of Experience:**

Possession of the required number of years of experience will not in itself be accepted as proof of qualification for a position. The applicant's overall experience must have been of such scope and level of responsibility as to conclusively demonstrate that he/she has the ability to perform the duties of the position for which he/she is being considered.

**Selective Certification:**

Specialized knowledge, skills and abilities may be required to perform the duties of some positions. For such positions, Selective Certification Requirements may be established and certification may be restricted to eligibles who possess the pertinent experience and/or training required to perform the duties of the position.

Agencies requesting selective certification must show the connection between the kind of training and/or experience on which they wish to base selective certification and the duties of the position to be filled.

**Tests:**

Applicants may be required to qualify on an appropriate examination.

**Physical and Medical Requirements:**

Applicants must be physically able to perform, efficiently and effectively, the essential duties of the position which typically require the ability to read without strain printed material the size of typewritten characters, glasses permitted, and the ability to hear the conversational voice, with or without a hearing aid, or the ability to compensate satisfactorily. Disabilities will not automatically result in disqualification. Those applicants who demonstrate that they are capable of performing the essential functions of the position with or without reasonable accommodation will not be disqualified under this section.

Any condition, which would cause applicants to be a hazard to themselves or others, is cause for disqualification.

Any disqualification under this section will be made only after a review of all pertinent information including the results of the medical examination, and requires the approval of the Director of Human Resources Development.

**Mental/Emotional Requirements:**

All applicants must possess emotional and mental stability appropriate to the job duties and responsibilities and working conditions.

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This is an amendment to the minimum qualification specification for the class, AUTOMOTIVE SERVICES ADMINISTRATOR (AUTOMOTIVE SERVICES ADMR), approved August 10, 1982.

DATE APPROVED: 12/30/02

Development Director of Human Resources